



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

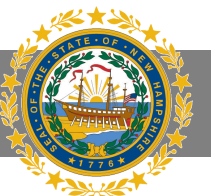
**DIVISION OF LONG-TERM SUPPORTS AND SERVICES
BUREAU OF DEVELOPMENTAL SERVICES**

**STEERING COMMITTEE WORK GROUP
Meeting #1 - 10/14/21**

Goals for 10/14 Meeting

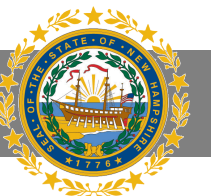
1. Reintroduce BDS system work to a more focused Steering Committee work group.
2. Introduce BDS/A&M representatives and Steering Committee work group representatives.
3. Establish work group structure (within the work group and between groups).
4. Set baseline understanding on existing work to date and next steps.
5. Address questions from the work group around process and purpose.

This work group is open to the public. Members of the public who are not on the Steering Committee work group can listen to the group's discussions but will not be able to ask questions or participate in discussions occurring between work group members. This structure ensures that BDS can engage a diverse group of stakeholders in substantive dialogue while also providing transparency and general updates to the general public. If you are a member of the public and have questions about the Steering Committee work group and/or its work, please contact us at BDSSteeringCommitteeWorkgroup@dhhs.nh.gov and we will respond as soon as possible.



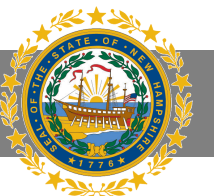
Agenda for 10/14 Meeting

1. Introduction to BDS/A&M Facilitators
2. Overview and Purpose of Steering Committee
3. Steering Committee Work Group Member Introductions
4. Ground Rules
5. Starting the Conversation: Planning for Change
6. Initial System Work Discussion
7. Next Steps
8. Questions?



The purpose of this work group is to share feedback from individuals, family members, providers, advocates, and other stakeholders to ensure that the community is aware of and has input into key decisions around our system work.

- The primary point of contact from the **Bureau of Developmental Services** are:
 - Nancy Rollins
- In addition, the following individuals from **Alvarez & Marsal Public Sector Services** will help support and facilitate discussion:
 - Drew Smith
 - Ozzie Chung





Overview and Purpose of the Steering Committee Work Group

Overview and Purpose of System Work

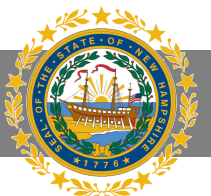
BDS is embarking upon a multi-year implementation which may affect services provided through the existing 1915(c) DD waiver.

- Throughout the fall of 2020, the DHHS Bureau of Developmental Services (BDS) worked with A&M to conduct an initial review of the developmental disabilities service system in New Hampshire. Part of this comprehensive review included data collection, a review of policies and procedures, interviews with State staff, and a comparison of the current program structure to trends in developmental disability services across the country.
- The review identified opportunities for BDS to update several areas key to how individuals and families access services and supports, as well as opportunities to ensure an adequate provider network to provide the supports necessary to serve individuals and families in New Hampshire.
- Specifically, the review identified the following opportunities for improvement:
 - Waiver Structure Changes
 - Rate Structure Changes
 - IT Structure Changes



What work have we done to date?

Prior to taking more concrete actions around this system work, we wanted to ensure that the proper stakeholder communication channels and groups, such as but not limited to this Steering Committee work group, have been established and operationalized. In the meantime, we have worked with A&M to map out several 'current state' processes documenting how service delivery currently operates.

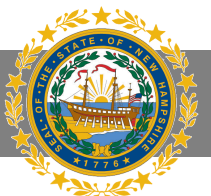


Overview and Purpose of System Work

NH DHHS has accepted the recommendations put forth in the A&M 1A Report to improve access and equity in BDS services – including the work to improve the waiver, rates, information technology and intensive treatment services infrastructure.

- During its initial review of DHHS operations, A&M identified opportunities to modernize and improve:
 - Service capacity, funding, and delivery in behavioral health services,
 - Developmental disabilities services, and
 - State operations, including information technology.
- In conducting its review and developing recommendations, A&M utilized multiple years of authorization and claims data to contextualize and support its review of BDS policies, procedures and operations.
- A&M's initial task was to conduct an assessment, broadly, of DHHS operations limiting stakeholder engagement to allow for an independent review.
- DHHS has accepted the recommendations and is moving them forward we look forward to active and meaningful stakeholder engagement to provide feedback, ideas and insights into the opportunities at hand to promote quality of life outcomes for individuals and families accessing BDS-funded services and supports.

The Phase 1A report can be found here: <https://www.dhhs.nh.gov/ocom/documents/dhhs-operations-assessment-phase-1a-report.pdf>.

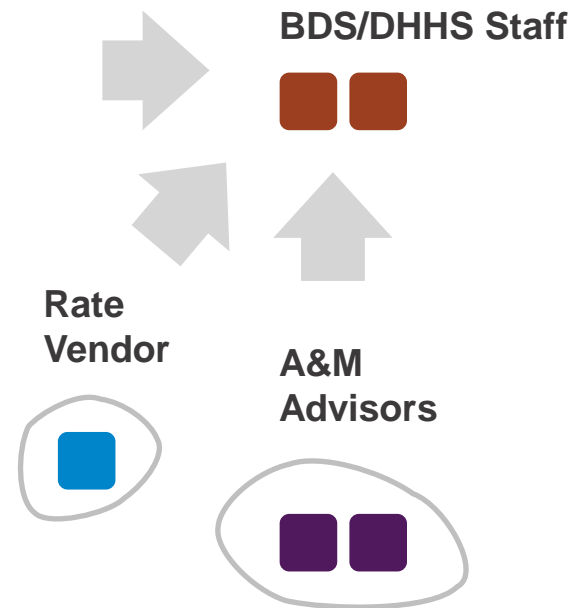
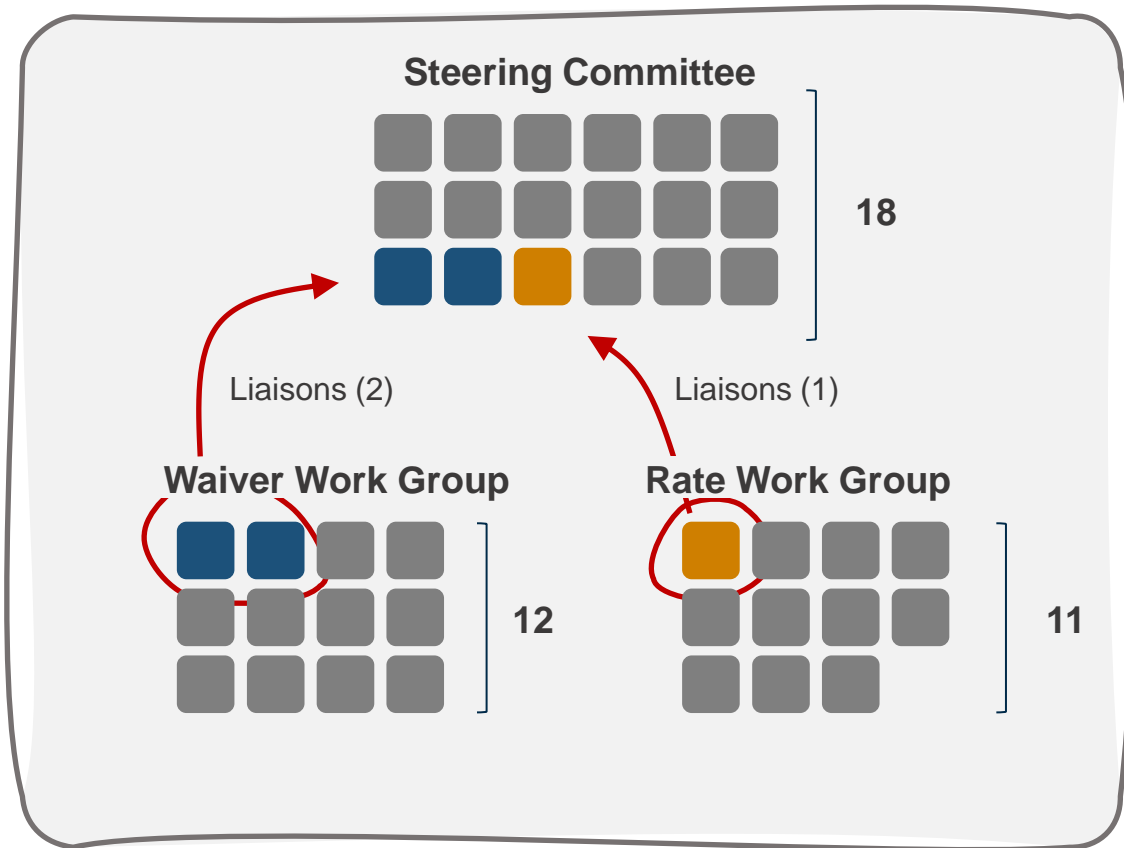




Steering Committee Work Group Member Introductions / Ground Rules

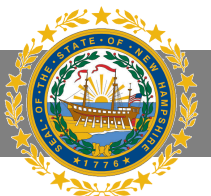
Introduction | Stakeholder Feedback Structure

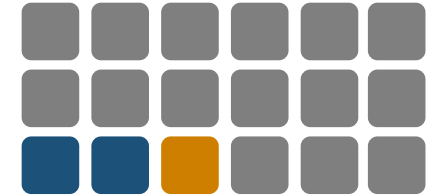
We have created waiver and rate work groups to provide feedback on key components of our ongoing system work. These work groups will also help inform decision-making among this larger, more reporting-oriented Steering Committee.



BDS program staff, through recurring dialogue with all members of the three work groups and with input from external vendors (like a rate vendor), will make decisions to ensure that system change is reflected in policy and tested prior to implementation.

A&M will play a facilitating role in this work group – maintaining minutes, keeping track of ideas/questions, reminding the work group of risks and timeline impacts, and providing input to the overall system work based on comparable experiences in other states.





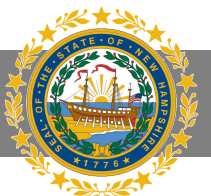
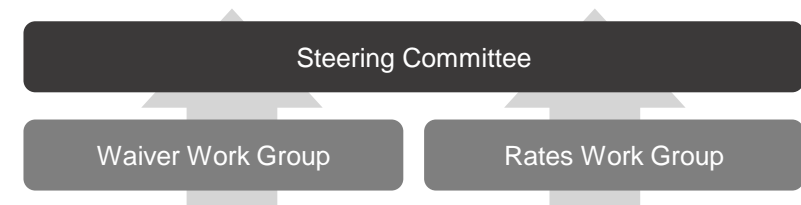
For the Steering Committee work group, we have selected 18 members who represent a cross-section of individuals directly involved in New Hampshire's service delivery system.

- **Area Agencies:**
 1. Mark Vincent (Region 1)
 2. Mark Mills (Region 2)
 3. Ann Potoczak (Region 4)
- **Family Members:**
 4. Carrie Beth Duran
 5. Kimberly Habib
 6. Karen Hatch
 7. **Krista Gilbert**
 8. Mike Phillips
- **Provider Agencies:**
 9. Darlene Hayden (Work Opportunities)
 10. Deb Ritcey (GSIL)
 11. Susan Silsby (Easter Seals)
- **Other Advocacy:**
 12. Lisa Beaudoin (Able NH)
 13. **Jonathan Routhier** (CSNI)
 14. Stephanie Patrick (DRC NH)
 15. Denise Nash (Farmstead of New England)
 16. Isadora Rodriguez-Legendre (NHDDC)
- **Multiple Groups:**
 17. Cathy Spinney (Family Member, NH DD QC)
 18. **Jennifer Pineo** (Family Member, NHFV)

Two of these group's members, Jennifer Pineo and Krista Gilbert, sit on the monthly **Waiver Structure Work Group** for this system work.

One of this group's members, Jonathan Routhier, sits on the monthly **Rate Structure Work Group** for this system work.

As work group liaisons, these individuals will provide monthly reports to the members on the Steering Committee.



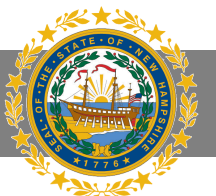
Introduction | Tell Us About You!

As part of this initial work group meeting, we'd like to get to know you a little better.

1. What is your name?
2. How are you engaged in the DD system?
3. What are your expectations as a member of this group?
4. What do you hope to contribute to this group?

Quick Question....

Can we share your names on the BDS stakeholder communications site?



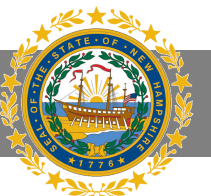
Ground Rules

As with all our work groups, we are setting some ground rules to ensure the time we have every month is effectively used.

- **Please make sure you are present by video and audio.** Out of an abundance of caution, we are holding the initial work group meeting(s) virtually, but we hope to replicate an in-person work group environment to the closest extent possible.
- **Show up on time and come prepared.** Please note that there is a significant time commitment attached to this work group (up to 4 – 6 hours per month in preparation work, and up to 4 – 6 hours per month in workgroup sessions). If you are unable to commit to these requirements, please let us know as soon as possible so we can arrange for an alternate to fill your seat. If you are unable to make a given meeting, please let us know 48 hours in advance (if possible) and provide us with your prepared comments and/or questions so we can benefit from your participation in the work group conversation.
- **Do not send representatives on your behalf to these meetings.** We received significant interest in our initial survey and were not able to seat all who expressed an interest in participating. If you are not able to, or are no longer able to, prioritize work group attendance, please let us know and we will arrange for an alternate.
- We also ask that this group follow some **basic behavioral rules around team collaboration***:
 1. State your views and ask genuine and clarifying questions.
 2. Use specific examples and agree on what important words mean.
 3. Explain the reasoning and intent behind questions or comments.
 4. Recognize and discuss ‘undiscussable’ issues.
 5. Provide space for differing opinions and ideas.
 6. Be respectful of all opinions.
 7. Give other members the opportunity to talk.

Let's pause for questions –

1. Are there other ground rules we should consider?
2. Do you have any questions about this process?





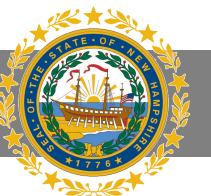
Starting the Conversation: Planning for Change

Planning for Change – Group Discussion

Now that we've introduced ourselves, and that ground rules have been set, we wanted to ask this group...

Questions

- 1 What is going to change based off the system work structure change?
- 2 What is not going to change based off the system work structure change?
- 3 Why are we changing?
- 4 Why is the way we do things today no longer good enough?
- 5 What is the risk of not changing?



A black and white photograph of a large waterfall. In the foreground, a heron stands on a dark, wet rock. The water is turbulent and white with foam as it falls. The background is a dense spray of water. A dark blue horizontal band is overlaid across the middle of the image, containing the title text.

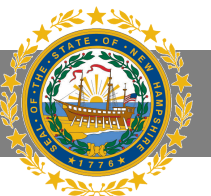
Initial System Work Discussion

Initial System Work Discussion | Waiver and Rate Structure Work Groups

Moving forward, each work group liaison will be asked to provide a short five-minute overview of their work group discussion from the preceding week.

- **Waiver Structure Work Group Update**
 - BDS met with the waiver work group on Tuesday, 10/5, to provide introductions, set ground rules, and answer questions
 - Waiver work group members are currently conducting a review of existing services outlined in the 2021 DD Waiver Renewal in the context of a tiered waiver structure
- **Rate Structure Work Group Update**
 - BDS met with the rate work group meeting on Friday, 10/8, to provide introductions, set ground rules, and answer questions
 - The rate work group will reconvene once a rate vendor is selected (est. 12/2021 or later)

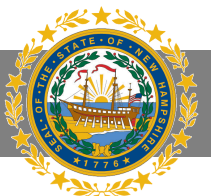
In addition to waiver and rate structure work, we have contracted with an IT vendor to modernize internal components of the BDS service delivery system. We will provide this group with quarterly updates on the IT modernization project.



Initial System Work Discussion | Steering Committee Role

The Steering Committee will serve as a key input as we think through the broad impacts of change across all components of our system work – waiver, rates, and IT changes.

- What we see this group helping us do is think through the impacts of this system work, such as how these changes would affect people who are receiving services and the resulting operational impacts within the AA and provider networks, including (but not limited to):
 - a) Reviewing and updating policy,
 - b) Reviewing administrative rule to identify areas that may need to be updated, and
 - c) Reviewing changes in service delivery operating structures that may be impacted by this process, including direct billing and other aspects of the CAP (corrective action plan).





Next Steps

Next Steps | How You Can Help

We hope to better understand and include your feedback in our work.

- Please contact us at BDSSteeringCommitteeWorkgroup@dhhs.nh.gov to share your feedback and ask questions regarding this system work.

Meeting Dates (CY21/22)		Assignment Due Date (if applicable) (CY21/22)
1	Thursday, 10/14/21	Monday 11/1/21
2	Thursday, 11/18/21 <i>(to be scheduled)</i>	Monday, 11/29/21
3	Thursday, 12/16/21 <i>(to be scheduled)</i>	Monday, 1/3/22
4	Thursday, 1/13/22 <i>(to be scheduled)</i>	Monday, 1/31/22
5	Thursday, 2/17/22 <i>(to be scheduled)</i>	Monday, 2/28/22





 Questions?

